

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 15 - Kings-Tulare Area Agency on Aging HICAP

From: 07/01/2010 To: 06/30/2011

Public and Media Data Report

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	8	7	9	18	42
Estimated Number of Attendees	294	632	265	358	1,549
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	7	4	0	3	14
Estimated Number of Attendees	5,673	1,040	0	2,810	9,523
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	1	1	0	8	10
Estimated Number of Attendees	30	780	0	2,235	3,045
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	80	80
Dedicated Enrollment Events					
Total Number of Events	0	10	0	0	10
Estimated Number of Attendees	0	136	0	0	136
Estimated Number of Persons Received Any Enrollment Assistance	0	54	0	0	54
Enrollment Assistance with Medicare Programs(s)	0	54	0	0	54
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	1	1
Estimated Number of Attendees	0	0	0	20,000	20,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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	Q1	Q2	Q3	Q4	
Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	6	2	2	10
Estimated Number of Targeted Persons Reached	0	181,000	900	55	181,955
Presenters					
HICAP Paid Staff					
Total Presenters	0	26	10	28	64
Total Hours for Length of Activities	0.00	119.30	21.25	74.00	214.55
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	8	2	5	15
Total Hours for Length of Activities	0.00	14.10	3.00	10.15	27.25
Other Presenters					
Total Presenters	0	3	2	3	8
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	6	4	8	7	8
Employer Termination - COBRA	0	0	0	3	3
General HICAP Information	14	29	10	28	81
Grievances / Appeals - Plan Issues	3	0	1	1	5
Long-Term Care / Insurance	5	0	1	8	14
Low Income Subsidy (LIS) / Application Assistance	14	28	5	22	69
Medicare (Parts A & B)	6	2	9	15	32
Medicare Advantage (Part C)	5	3	6	10	24
Medicare Fraud / Abuse	5	7	6	10	28
Medicare Prescription Drug Coverage (Part D)	8	19	7	16	50
Medigap / Medicare Supplements	5	2	5	11	23
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	4	2	2	3	11

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	1	0	1
Preventive Care Benefits	1	0	2	6	9
QMB/SLMB/QI	6	23	6	14	49
Volunteer Recruitment	0	0	1	4	5
Targeted Audience					
African American	3	17	4	11	35
American Indian or Naitave Alaskan	1	17	0	4	22
Asian Indian	0	0	0	1	1
Caucasian	9	22	6	17	54
Chinese	0	0	0	1	1
Disabled	7	22	4	14	47
Dual Eligible Groups	0	0	5	15	20
Employer Related Groups	7	22	3	6	38
Family Member/Caregiver of Beneficiary	11	21	4	13	49
Filipino	0	0	3	9	12
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	8	23	3	19	53
Hmong	0	0	2	4	6
Japanese	0	0	0	0	0
Korean	0	0	0	2	2
Low Income	7	24	3	14	48
Medicare Beneficiaries	12	26	8	12	58
Medicare Pre-Enrollees	0	0	4	6	10
Mental Health	1	16	2	4	23
Mental Health Professionals	0	0	1	4	5
Native Hawaiian	0	0	0	0	0
Other	3	0	1	5	9
Other Asian	3	17	0	3	23
Other Pacific Islander	0	13	0	0	13
Partnership Outreach	0	0	3	8	11
Presentations to Groups in Language Other than English	5	21	0	1	27
Rural	5	24	4	16	49
Samoan	0	0	0	0	0
Socail Work Professionals	0	1	5	15	21
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	2	1	3

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	4,288	1,251	209	2,571	8,319
"Taking Care of Tomorrow"	12	0	0	5	17
Other Publications (Created by or on Behalf of Local HICAP)	942	974	496	1,669	4,081
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	1	3	7	10	21

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From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	288	516	445	399	1,648
Total Finalized Intakes	73	175	51	103	402
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	46	110	30	56	242
Aging into Medicare Postacd - CDA HICAP	0	0	0	7	7
CDA HICAP	0	2	1	2	5
CHA	0	0	0	0	0
CMS/Medicare	4	3	1	3	11
Friend/Relative	2	20	5	8	35
InfoVan	0	0	0	0	0
Internet	0	0	0	0	0
Mailings	0	0	0	0	0
Media	2	2	2	0	6
Other	8	25	6	9	48
Presentations	6	6	3	5	20
Previous Contacts	0	0	3	10	13
State Website	0	0	0	0	0
Missing/Not Collected	5	7	0	3	15
Mode of Client Contact					
Quick Call Contacts	294	640	748	589	2,271
Contacts by Telephone	95	90	50	115	350
Contacts In Person at home	6	9	4	10	29
Contacts In Person at site	60	160	48	80	348
Contacts by E-Mail	17	28	9	24	78
Contacts by Mail/Fax	0	0	2	16	18
Total Number of Client Contacts:	472	927	861	834	3,094
Contact Status Types					
General info	1	2	18	42	63
Detailed Assistance	0	4	28	114	146
Problem Solving/Resolution	0	0	15	68	83
Total Counseling Time Spent by Counselor Type					
Program Manager	10.45	32.05	8.55	67.30	118.35
Volunteer	55.35	77.00	117.20	38.40	287.95
Paid	61.50	139.15	32.20	92.55	325.40
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	19	48	13	43	123
Race					
African American/Black	2	4	3	0	9

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	1	0	0	0	1
Caucasian/White	31	84	22	36	173
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	2	2
Chinese	0	1	0	0	1
Filipino	0	5	0	2	7
Japanese	0	0	0	0	0
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	0	0	0	0	0
Other Pacific Islander	0	3	0	1	4
Other Asian	1	1	1	0	3
Two or More Race	2	3	3	3	11
Some Other race	17	42	10	36	105
Not Collected	19	32	12	23	86
Gender					
Female	42	94	31	56	223
Male	24	64	19	39	146
Not Collected	7	17	1	8	33
Monthly Income					
Less than 150% of FPL	24	64	18	25	131
Equal To/Greater than 150% of FPL	31	83	17	43	174
Not collected	18	28	16	35	97
Client Asset Limits					
Below LIS Asset limit	0	0	7	27	34
At or Above LIS Asset Limit	0	0	2	10	12
Not Collected	73	175	42	66	356

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	1	4	0	1	6
Limited English Proficient (LEP)	7	21	5	17	50
Dual Eligible	31	75	23	49	178
Medicare Status Due to Disability	13	32	14	24	83
Dual Eligible due to Mental Disability	0	0	2	3	5
Applying/Receiving Social Security/Medicare Disability	0	0	8	17	25
Age					
Under 60	7	15	7	17	46
60-64	7	9	4	12	32
65-74	31	83	17	35	166
75-84	15	41	14	21	91
85+	8	16	6	11	41
Not Collected	5	11	3	7	26
Marital Status					
Married	24	73	19	44	160
Never Married	9	12	2	12	35
Separated	1	2	0	0	3
Divorced	10	24	8	10	52
Widowed	12	42	12	17	83
Domestic Partner	1	2	0	1	4
Not Collected	16	20	10	19	65
Estimated Financial Saving					
Clients with Financial Savings	29	59	15	33	136
Estimated Dollars Saved	\$36,087.96	\$329,419.91	\$29,574.60	\$106,255.42	\$501,337.89

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Topics/Needs Discussed					
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	32	48	15	43	138
Benefit Comparisons/Explanation/Coverge Changes	18	38	12	43	111
Appeals/Grievances	1	5	2	4	12
Billings/Claims	9	13	2	13	37
Fraud/Abuse	2	0	0	0	2
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	4	3	0	1	8
Billings/Claims	3	1	0	1	5
LTC Partnership	0	0	0	0	0
Appeal/Greivances	1	0	0	0	1
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	26	40	10	33	109
Benefit Explanation	20	37	9	33	99
Appeals/Grievances	0	0	0	0	0
Billings/Claims	2	4	0	3	9
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	5	4	1	0	10
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	2	1	3
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	15	37	11	24	87
Benefit Explanation	12	36	12	25	85
Appeals/Grievances	1	2	3	2	8
Billings/Claims	3	5	2	6	16
Fraud/Abuse	0	0	0	1	1
Coverage Changes/Disenrollment	6	9	3	12	30
Plan Non Renewal	1	5	1	1	8
Plan Comparison	0	0	1	0	1
Enrollment/Enrollment Asistance	0	0	2	5	7
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	3	3
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	1	2	0	5	8
Medi-Cal Application Assistance	0	0	2	12	14

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	9	24	10	31	74
MSP Application Assistance	0	0	0	11	11
Medi-Cal/QMB Claims	0	0	1	7	8
Fraud/Abuse	0	0	0	0	0
Other	40	54	10	10	114
Other					
Employer/Federal Health Benefits (FEHB)	5	12	6	12	35
Military Benefits	1	1	0	0	2
COBRA	1	0	0	2	3
Mental Health Topics	1	0	3	3	7
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	1	2	3
Other	3	4	5	6	18
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	14	53	67
Eligibility/Screening	40	125	27	50	242
Plan Comparison	23	112	20	39	194
Enrollment/Anrollment Assistance	25	111	20	43	199
Billings/Claims	3	2	1	5	11
Coverage Changes	3	11	5	1	20
Re-enrollment	1	4	4	1	10
Disenrollment	1	0	0	0	1
TROOP	0	0	1	0	1
Other	18	30	9	3	60
LIS / Extra Help					
Eligibility / Screening	24	54	17	39	134
Benefit Explanation	0	0	2	24	26
Application Assistance	9	28	8	15	60
Claims/Billings	0	0	1	1	2
Appeals / Grievances	1	1	0	0	2
Other Prescription Drug CoveragePlans					
Union/employer	2	7	5	7	21
PPARx	1	2	2	6	11
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	5	11	4	4	24
Other	2	3	4	6	15
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	2	1	3	1	7
Lag Time	1	1	0	0	2
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	1	0	0	1
Poor Training of CSR	0	1	1	0	2

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	1	0	0	0	1
Formulary problems/changes	0	1	0	1	2
Dosage problem	0	0	0	0	0
Data problems	0	1	1	0	2
Delay in medications	1	0	2	0	3
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	1	0	1
Client reached donut hole	1	1	0	0	2
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	2	2	1	0	5
Part D Plan:	1	1	0	0	2
SMP:	2	0	0	0	2
Urgent Fax:	0	0	0	0	0
800 Medicare:	2	1	1	0	4
Other:	2	1	2	3	8
TOTAL MEDICARE PART D COMPLAINTS	9	5	4	3	21

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	1	0	0	0	1
QIO:	0	0	0	0	0
SMP:	1	0	0	0	1
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	2	0	0	0	2

800 Medicare Line Issues

Total number of Calls with Issues	4	9	7	10	30
Total duration of calls	0.50	2.04	2.11	2.58	7.23